

# TOWN OF EAST HARTFORD

(860) 291-7207

OFFICE OF  
THE TOWN COUNCIL

740 Main Street  
East Hartford, Connecticut 06108

WWW.EASTHARTFORDCT.GOV

MICROSOFT TEAMS

PERSONNEL AND PENSIONS SUBCOMMITTEE

November 1, 2023

**TO:** Harry Amadasun and Tom Rup

**FROM:** Awet Tsegai, Chair

**RE:** Wednesday November 1, 2023 6:15 pm CCC 111/Microsoft Teams

**This meeting is accessible through "Microsoft Teams" 1 929-235-8441**

**Conference ID:** 516 866 906# **or** [Click here to join the meeting](#)

## AGENDA

1. CALL TO ORDER
  2. APPROVAL OF MINUTES
    - A. October 12, 2023
  3. OPPORTUNITY FOR RESIDENTS TO SPEAK
  4. OLD BUSINESS
  5. NEW BUSINESS
    - A. Proposed Revisions to Job Description for Career Coach
  6. ADJOURNMENT
- C: Town Council  
Mayor Walsh  
Tyron Harris, Human Resources Director  
Laurence Burnsed, Director of Health and Human Services

CCC 111/MICROSOFT TEAMS

PERSONNEL AND PENSIONS SUBCOMMITTEE

October 12, 2023

PRESENT Awet Tsegai, Chair, Councilors Harry Amadasun Jr. and Tom Rup

ALSO Tyron Harris, Human Resources Director  
PRESENT

CALL TO ORDER

Chair Tsegai called the meeting to order at 5:35 pm

APPROVAL OF MINUTES

September 26, 2023 Meeting

MOTION By Tom Rup  
seconded by Harry Amadasun

to **approve** the minutes of the September 26, 2023 Personnel & Pensions Subcommittee meeting.

Motion carried 3/0

OPPORTUNITY FOR RESIDENTS TO SPEAK

None

OLD BUSINESS

None

NEW BUSINESS

Proposed Revisions to Job Description and Title for Position of Fire Services Technician Heavy Mechanic

Director Harris shared that over the last few months, the Administration has been working with the local 1548 Fire Fighters Union to review job descriptions for various personnel. Upon evaluating similar descriptions and best practices in other municipalities, the Director has now advised that the title for this position not be changed as proposed in the initial memo sent over for review by the Council, but to remain the same, as the title of "Fire Services Technician Heavy Mechanic" most accurately reflects the role.

Changes to the job description have been proposed to best reflect the duties and necessary skills for the position, including:

- Skills in welding and other tools as employed in all phases of vehicle and equipment repair
- Ability to meet the minimum training requirements of OSHA for exterior firefighting with training provided by the Fire Department
- Possession of a Commercial Driver's License – B within one year of appointment
- Preference will be given to applicants who are previously certified as Firefighters.

MOTION        By Tom Rup  
                       Seconded by Harry Amadasun

to **recommend** the Town Council accept the Proposed Revision of Job Description for the Position of “Fire Services Technician Heavy Mechanic” in the Fire Department, dated October 1, 2023, as provided by the Department of Human Resources per the subcommittee’s discussion.

Motion carried 3/0.

Proposed Revisions to Job Description and Title for Position of Senior Secretary to the Mayor

Director Harris stated that the position of Senior Secretary in the Mayor’s office has evolved over time as priority has been placed on more direct communication with residents. As the Mayor’s office currently includes an Executive Secretary and Chief of Staff in addition to this role, over the years a portion of the duties as posted in the job description of Senior Secretary have been absorbed by those two employees, thus providing more opportunity for the duties of a communication oriented position to be performed.

Given these developments, the Director has recommended that the Town create a new position of Municipal Communications Specialist as a non-bargaining/non-supervisory employee that would be a part of the systematic pay-grade increase that is approved separately by the Town Council. Funding for the role would now be provided as the “Senior Secretary” role will become vacant, and compensation would be in line with pay-grade of the now vacant Senior Secretary position.

In consideration for the potential need of a Senior Secretary in the Mayor’s office down the line, the title will remain on the Town’s Administrative CSEA Union paygrade list with its original job description. Should a Communication Specialist and Senior Secretary be needed simultaneously, additional funds from the Town budget would be required to compensate for two separate roles.

In lieu of the creation of an entirely new job description, Human Resources has revised the original Senior Secretary job description as a template. The Director listed a number of revised attributes that have been added to the job description to better define a “Municipal Communication Specialist”, including:

- Preparation of press releases and creation of various communication strategies for the Mayor’s Office and other administrative departments
- Management of various social media sites and content, including the Town’s monthly newsletter and annual report
- Skills in graphic design, web-editing and technical writing

MOTION By Tom Rup  
Seconded by Harry Amadasun

to **recommend** the Town Council accept the Proposed Job Description for “Municipal Communications Specialist” in the Department of the Mayor’s Office and recommended paygrade under the systemic pay plan, effective November 1, 2023, as presented at the October 12, 2023 Personnel and Pensions Subcommittee meeting.

Motion carried 3/0

Adjournment

MOTION By Tom Rup  
Seconded by Harry Amadasun

to **adjourn** (5:47 pm)

Motion carried 3/0

C: Town Council  
Mayor Walsh  
Tyron Harris, Human Resources Director



## TOWN OF EAST HARTFORD OFFICE OF THE MAYOR

DATE: October 10, 2023  
TO: Richard F. Kehoe, Chair  
FROM: Mayor Michael P. Walsh  
RE: REFERRAL: Personnel and Pensions Subcommittee

---

Please see the attached job description for the Career Coach. The new job description focuses on how the Career Coach will recruit, enroll, coach, and connect jobseekers to career training and further placement support services.

Please place this item on the Town Council agenda for the October 17, 2023 meeting for referral to the Personnel and Pension Subcommittee.

C: T. Harris, HR Director

MICHAEL P. WALSH  
MAYOR

# TOWN OF EAST HARTFORD

(860) 291-7220

TYRON HARRIS  
DIRECTOR  
OFFICE OF HUMAN  
RESOURCES

740 Main Street  
East Hartford, Connecticut 06108

WWW.EASTHARTFORDCT.GOV

September 29, 2023

The Hon. Mayor Mike Walsh  
740 Main Street  
East Hartford, CT 06108

Re Career Coach

Dear Mr. Walsh:

Please see the attached job description for the Career Coach. The new job description focuses on how the Career Coach will recruit, enroll, coach, and connect jobseekers to career training and further placement support services.

The Career Coach will track and document all services provided and progress toward all grant outcomes. They will coordinate and collaborate with all Health and Human Services staff, other Town of East Hartford departments, and outside partners to ensure effective and streamlined services and delivery. They will also enter, organize, and maintain accurate data, reporting, and main files for all participants to meet all grant outcomes successfully.

The Career Coach will also support the town's strategic plan and work closely with management to ensure alignment and consistent progress toward those goals.

- 70% of the time will be spent providing career development services such as recruitment, enrollment, soft skills development, and coordination into job training
- 25% of efforts will be dedicated to entering, organizing, and maintaining accurate data, reporting, and main files for all participants aligned and leading towards successful grant outcomes, including administrative and compliance responsibilities
- 5% of the time will support management and the entire Health and Human Services team with assessment, planning, and improvement of the service delivery model and its execution.

I have created the attached description based on the responsibilities.

Therefore, I recommend that this position be referred to the Town Council for consideration.

Tyron V. Harris

Human Resources Director

*Customer Service. Collaboration. Communication.*

**TOWN OF EAST HARTFORD**

**TITLE: Career Coach**

**LEVEL: 5**

**DEPARTMENT:** East Hartford Works  
11/1/2023

**DATE:** 2-6-2023

**POSITION DEFINITION:**

East Hartford Works is a municipal workforce and economic development program in East Hartford. Our commitment is to work with regional stakeholders to invest in strategies and opportunities leading to economic prosperity for EH residents. Our mission is to provide workforce development opportunities, including job training and matching, increase career and workplace learning opportunities for students, and support community engagement through resident leadership and capacity building opportunities. All our strategies focus on the earning and achievement gaps, and all services are available in Spanish and English. The EHW Career Coach will support individuals interested in pursuing career pathways and employment. The Coach's primary responsibility will be to conduct intakes, provide case management, and assist with orientation and training for individuals with various skills, entering workforce programming. The Coach shall assist in organizing programming for job seekers that focuses on job readiness and professionalism. The Coach will keep records of job seekers' involvement, manage data and outcomes of programming, and help cultivate interest in the program throughout the community. The Career Coach may be asked to collaborate with regional employers, community organizations, state and local government agencies, and residents in East Hartford.

East Hartford Works is a municipal workforce and economic development program within the town of East Hartford's Health and Human Services Department. Our mission is to provide workforce development opportunities including job training and matching for adults, increase career and workplace learning opportunities for students, and address barriers that get in the way of residents seeking these opportunities. Our strategies focus on reducing racial earning and achievement gaps and our services are available in Spanish and English. The Coach's primary responsibility will be to conduct in-takes, provide client coaching, develop individualized employment and training plans and assist with orientation and training for individuals with various skills, entering workforce programming. The Coach shall also support the wider goals of EHW that focus on job quality and implementing workforce and economic systems change that impact our region and local community. The Coach will build professional relationships, advising job seekers of all ages, keep records of job seekers involvement in programs and referrals, manage data and outcomes of programming, and help cultivate interest in the program in the community through extensive outreach and community partnerships. The Career Coach may be asked to collaborate with regional employers, community organizations, state and local government agencies and residents in East Hartford.

Formatted: Font: 11 pt

Commented [BL1]: Should we list HHS even though we hadn't yet finalized a department transition?

Formatted: Font: 11 pt

Formatted: Font: 11 pt

**ESSENTIAL JOB FUNCTIONS:**

- ~~Conduct 1:1 Career Coaching Sessions that support job seeker setting and advancing on career goals. May include home visits and community outreach to promote program opportunities.~~
- ~~Supervise Summer Youth Employment case management for the grant funded Youth Employment and Learning Program.~~
- ~~Acts as lead staff in managing the Resident Advisory Council, bringing members together monthly and guiding community leadership efforts.~~
- ~~Perform administrative duties associated with program requirements including acting as a purchasing agent, scheduling events, ordering materials, and generating outcome reports.~~
- ~~Collaborate with regional businesses, community agencies and service providers to build capacity and partnerships that support job seekers, expand program services and strengthen community ties.~~
- ~~Attend workshops, training programs and presentations as relevant to Job Goals and when recommended by Director.~~

- ~~Manages communication efforts, including, Facebook posts, department website and weekly email blast.~~
- ~~Communicates successfully with residents, families, business and public officials.~~
- ~~Think and act in ways that respect ethnic, cultural and language diversity.~~
- ~~Understand the class and cultural backgrounds of families.~~
- ~~Maintain a flexible work schedule, including nights and weekends, as appropriate.~~
- ~~Follow Town of East Hartford policies and regulations.~~
- ~~Perform administrative duties specified by the Initiative Director and/or as may be determined by the Mayor's office.~~

**Essential Job Functions:**

- Maintain a caseload of job seekers that will incorporate community outreach to promote program opportunities, enrolling individuals through a holistic intake process, conducting 1:1 Career Coaching sessions that support job seeker setting and advancing on career goals, navigating relevant service and resource referrals and enrollments, addressing barriers to employment, and regularly providing status updates to Director and other team members.
- Support Summer Youth Employment intern and worksite case management for the Summer Youth Employment and Learning Program in May through September.
- Perform administrative duties associated with program requirements, including scheduling and attending community events, tracking and generating data for outcome reports, leading resume-building workshops, and remaining well-versed and knowledgeable of relevant programs and regional issues related to workforce development
- Collaborate with regional businesses, community agencies and service providers to build capacity and partnerships that support job seekers, expand program services, and strengthen community ties.
- Attend workshops, training programs, and presentations relevant to Job Goals and when the Director recommends.
- Participate in monthly meetings with other department staff supporting residents with needs.
- Support communication efforts highlighting programming and opportunities as required by managers and funders, which may include Facebook posts and designing outreach materials.
- Communicates successfully with residents, families, business and public officials.
- Think and act in ways that respect ethnic, cultural and language diversity.
- Understand the class and cultural backgrounds of families.
- Maintain a flexible work schedule, including nights and weekends as appropriate.
- Follow the Town of East Hartford policies and regulations.
- Perform administrative duties specified by the Initiative Director and/or as may be determined by the Mayor's office.

Formatted: Font: Times New Roman

Formatted: Font: 11 pt

Formatted: Bulleted + Level: 1 + Aligned at: 0.25" + Indent at: 0.5"

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- ~~Effective communication skills required — including written, verbal, and conflict resolution proficiency; preference will be given to bilingual candidates — fluent in spoken and written Spanish~~
- ~~Experience and an ability to work with a wide range of constituents, including school administrators, students, families, community residents, state and community agencies, local elected officials, and local businesses~~
- ~~An understanding of and experience working with initiatives committed to community engagement and racial equity~~
- ~~Familiarity and experience with workforce development systems and organizations~~
- ~~Strong organizational skills and effective problem-solving skills~~
- ~~Knowledge and experience with Microsoft Office products~~
- ~~Knowledge and experience with budgeting, accounting, and bookkeeping procedures~~

Formatted: Font: Times New Roman

Formatted: Font: 11 pt

- Managerial and supervisory skills, including the ability to plan and organize program components; implement policies and procedures; develop program priorities; recruit, hire, train, and supervise staff; and monitor program budgets
- Experience and proficiency in collecting, organizing, and tracking data; familiarity with basic statistical principles
- Experience writing and managing grants preferred
- Ability to work both independently and collaboratively
- Such alternatives to the above qualifications as the Town of East Hartford may find appropriate and acceptable.

**Knowledge, Skills, and Abilities**

- Bilingual/Bicultural, Spanish/English skills helpful but not required,
- Effective communication skills required – including written, verbal, and conflict resolution proficiency
- Strong organizational skills and effective problem-solving skills
- Excellent Customer Service and interpersonal skills while demonstrating team orientation and flexibility with a professional demeanor
- Ability to analyze and interpret data and create reports and presentations
- Ability to work independently and collaboratively
- Ability to navigate computer systems, including email, Microsoft Office suite, Google platforms, and other apps as required for reporting and documentation.
- Program development and workforce development experience preferred, including creating individual employment plans and coaching individuals working to achieve short- and long-term goals or work plans.

Formatted: Font: 11 pt

**PHYSICAL AND MENTAL EFFORT, AND ENVIRONMENTAL CONDITIONS:**

- Works in an office setting subject to continuous interruptions and background noise.
- Includes exposure to video display terminals daily.
- Must be able to work under stress from demanding deadlines and changing priorities and conditions.

Formatted: Indent: Left: 0.25", No bullets or numbering

**JOB QUALIFICATIONS:**

- Bachelor’s degree strongly preferred but not required
- Fluent in spoken and written Spanish, preferred
- Effective communication skills required – including written, verbal, and conflict resolution proficiency
- Experience with case management preferred, specifically regarding guidance, mentorship, or, counseling for individuals entering and advancing in the workforce.
- Program development and workforce development experience preferred, including the ability to create individual employment plans.
- Strong organizational skills and affect the problem
- Ability to work independently and collaboratively
- Such alternatives to the above qualifications as the Town of East Hartford may find appropriate and acceptable

**LICENSING REQUIREMENTS:**

- Valid Motor Vehicle Operator’s License.

Commented [BL2]: Inserting standard language HR shared when I revised recent PDs

**Physical and Mental Demands:**

Formatted: Font: 11 pt

Formatted: Font: 11 pt

Formatted: Font: 11 pt

The following physical and mental standards are identified as necessary to perform the essential duties and responsibilities. However, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

- Mobility: frequent sitting for long periods; occasional kneeling, crouching, pushing, pulling, walking, and standing; occasional reaching above and below desk level.
- Dexterity: frequent fine manipulation sufficient to operate a computer keyboard; frequent grasping to handle individual papers, write and take notes, and feel individual objects.
- Lifting: frequent lifting of papers, files, and material weighing up to 10 pounds; occasional lifting and carrying of equipment and other items up to 25 pounds.
- Visual Requirements: frequent use of vision sufficient to read files, documents, and computer screens and do close-up work.
- Hearing/Talking: frequent hearing and talking, in person and on the telephone.
- Emotional/Psychological Factors: frequent contact with others, including extensive public contact; frequent deadlines and time-limited assignments.

**Work Environment:**

- Work is primarily performed in an office setting, subject to continuous interruptions and background noise.
- While performing the duties of the job, the employee occasionally works in outside weather conditions while conducting resident outreach.
- Occasional after-hours work may be required for outreach and education events.

Formatted: Font: (Default) Times New Roman, 11 pt

**General Guidelines:**

The duties listed above are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Formatted: Font: 11 pt

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**EEO/AA Statement**

- In the Town of East Hartford, we don't just accept difference — we celebrate it, support it, and thrive on it for the benefit of our employees, residents, and community partners. The Town of East Hartford is proud to be an equal-opportunity workplace.

**The above tasks and responsibilities are illustrative only. The description does not include every task or responsibility.**